

# **Appendix B**

## **Tier 1 RBCA**

### **ENFORCEMENT DIVISION COMPLAINT/SPILL REPORT**

**COMPLAINT/SPILL REPORT**  
**MONTANA DEPT. OF ENVIRONMENTAL QUALITY**  
(INSTRUCTIONS ON BACK)

**PLEASE FILL OUT AS COMPLETELY  
AS POSSIBLE**

**Complaint Report?** Y\_\_ N\_\_ **Spill Report?** Y\_\_ N\_\_  
**Method of Receipt:** Phone \_\_\_ Mail \_\_\_ Field \_\_\_ Other \_\_\_

Report Completed By:

Bureau/Program:

Report Date:

Time:

Phone:

**COMPLAINANT  
INFORMATION**

Name:

Phone:

Address:

Zip:

Reply Requested? Y\_\_N\_\_

Other Agencies Contacted By Complainant:

Anonymity Requested? Y\_\_ N\_\_

**REPORTING INFORMATION**

Responsible Party (person or company):

Mailing Address:

Zip:

Contact Person:

Phone:

Complaint/Spill Location:

Incident County:

Facility ID:

Driving Directions:

Detailed Site Location: T: \_\_\_ R: \_\_\_ Section: \_\_\_ Sec. \_\_\_ Lat: \_\_\_ Long: \_\_\_ GIS: \_\_\_

**DESCRIPTION OF INCIDENT**

Date observed: \_\_\_\_\_ Duration of activity: \_\_\_\_\_

Describe Complaint:

Impact to: Soil \_\_\_ Water \_\_\_ Air \_\_\_ Other \_\_\_

Water Body Name:

Type and Amount of Pollutant:

MCA/ARM Violation Citation:

**INITIAL ACTIONS/  
RECOMMENDATIONS**

**ENFORCEMENT DIVISION USE ONLY**

Complaint/Violation ID#:

Complaint Type:

Assign:

Status:

Referred:

FITS Site Name:

Incident Site Name:



### INSTRUCTIONS FOR COMPLETING THE COMPLAINT/SPILL REPORT FORM

**All Divisions within DEQ will utilize this form to collect accurate and consistent information regarding complaints and spills, and submit the completed report to the Complaint Management Section of the Enforcement Division.** The uniform report form was created in an effort to provide better public service and track spills and complaints directed to the Department of Environmental Quality. It is also being made available for use by other agencies, local health departments, and concerned citizens.

This form may be completed in either electronic format or hardcopy. The blank forms may be retrieved from the DEQ share directory: ...Complaint.doc (electronic fill-in version) or Complaint Hardcopy.doc (hardcopy). The hard copy version of the complaint form is available for out-of-house users via the Internet by accessing DEQ's home page. **All completed reports are to be sent directly to: DEQ-Enforcement Division, Complaint Management Section, P.O. Box 200901, Helena, Montana 59620-0901 Attn: Ed Coleman. If returning completed forms through Outlook or the Internet send to: [ecoleman@mt.gov](mailto:ecoleman@mt.gov).**

**Please make every effort to fill out the form as completely as possible.** You will note that this form is intended to be utilized for both complaints and spills. Please make sure that you check whether you are preparing the report as a response to a complaint or a spill.

**COMPLAINANT INFORMATION:** The Department will respect those requesting anonymity by keeping complainant names confidential. Please get a name and phone number in case further information is needed to provide a thorough investigation. In order to prevent duplication of efforts, try to find out what other agencies have been contacted by the complainant or caller.

**REPORTING INFORMATION:** Please try to gather sufficient information so that the responsible party can be contacted. If this is not possible, be especially diligent in reporting an accurate location of the complaint/spill. Include any landmarks, mile marker, and/or directions necessary to visit the site. Although a detailed legal description may not always be obtained in the initial contact, please try to record the information if available.

**DESCRIPTION OF COMPLAINT/SPILL:** Obviously, the information reported in this section is critical to the Department's understanding of the situation toward a satisfactory resolution. Please be concise and detailed. Although such items as Type and Amount of Pollutant, Area Impacted, Cleanup Procedures are more pertinent to spill reporting, they can be used for complaint reporting. If additional space is required, please use the open space below, or attach additional paper when submitting hard copy. If the incident you are reporting has an MCA or ARM citation pertinent to your Division/Bureau, please make sure to record the cite(s).

**SUGGESTED ACTION/ACTION TAKEN:** Often times a complaint/spill may be resolved by a simple phone call, or by discussion with other DEQ staff who may already be familiar with the situation. This section is to be used to record efforts made to either close the complaint or action taken toward satisfactory closure. The Complaints Management Section of the Enforcement Division will serve as the clearinghouse to validate, track, request follow up from DEQ staff (if necessary), and document the status of each individual complaint or spill.

**Report Continued:**

[illegible]



